

November 2019 – GreenSquare and our accountability to customers

Why the survey is taking place and the purpose

In this survey we asked for your views on how open you find GreenSquare as an organisation. We wanted you to tell us about:

- your experiences of finding the information you need about our services
- whether you think we're clear about the services we're responsible for
- whether you feel you can hold us to account for not performing.

As well as giving us feedback about your experiences, we'd welcome your ideas about how we could improve our accountability to you.

This follows on from the March 2019 survey on the Together with Tenants charter introduced by the National Housing Federation to improve trust between tenants and landlords.

How many users took part in the survey

Total of surveys completed – 178

myGreenSquare – 109 Phone – 28 Post – 25 Unknown – 16

What you said

We asked customers where they would look if they wanted to know about the services we provide. The responses were as follows:

Answer choice	No of responses	%
On the website	95	53.37%
Contact GreenSquare	130	73.03%
Ask a neighbour	18	10.11%
Other	11	6.18%

Just over 50% of customers surveyed said they were clear about the services GreenSquare are responsible for.

55% of customers agreed we could improve the information we offer on the services we offer and our responsibilities as your landlord.

Three quarters of customers said they knew how to find information on how GreenSquare is performing against our responsibilities as a landlord.

60% felt we did not need to improve the ways customers can access the information that is provided.

We wanted to know if customers would be happy to say something if they felt GreenSquare were falling short against their responsibilities, the majority of customers either said yes or yes, they had already done this.

162 customers answered the question “How could we involve customers in holding us to account (you can tick as many boxes as you like and/or make your own suggestions)?”. The following responses were given:

Answer choice	No of responses	%
Invite customers to get involved in testing our services, e.g. carry out Inspections or mystery shops	87	53.70%
Have a dedicated space (on myGreenSquare for example) for customers to give feedback and/or challenge our service standards	122	75.31%
Provide clear information about the services we should provide	113	69.75%
Invite customers to take part in a group to monitor and challenge GreenSquare performance	84	51.85%
Other	7	4.32%

What we did

Outcomes/Changes made as a result of the survey/Comments from Managers

We have combined your feedback from this survey and the Customer Focus group discussions on accountability and they are included as objectives in the Customer Engagement Strategy. Key actions are;

- We have set up a new Customer Panel to work with us to make sure that the customer voice is heard and acted on. We finished recruitment for the Panel in April 2020 and we hope that the group will be able to start work in May. You may have seen the advert for the group and we were pleased by the number of people who were interested in getting involved. The Panel will have a key role in making sure that GreenSquare is accountable and that we are directed by customer feedback.
- We will make information about how we are performing more prominent. It is available in the Annual Review but most people (77%) said they did not know where to find this kind of information.
- While most people are happy to look on the website or phone to request information, you asked us to think about other ways of providing information and we will.
- We will talk more about the difference getting involved makes. We heard that you lose confidence when you think that we don't listen. At focus groups you suggested using case studies, real examples of changes that we have made as a result of your feedback. This is something that the Customer Panel will help us with.